

## CLAIMS:

We claim:

1. A method for managing delivery service instructions, the method comprising:  
prompting a customer through an established telephone call to manage delivery instructions without first prompting said customer for identifying information; and,  
managing said delivery instructions without accessing customer information derived through said phone call.
2. The method of claim 1, wherein said prompting step comprises the step of prompting a customer through an established telephone call to change said delivery instructions without first prompting said customer for identifying information;
3. The method of claim 2, wherein said managing step comprises the step of changing said delivery instructions without accessing customer information derived through said phone call.
4. The method of claim 3, wherein said changing step comprises the step of changing at least one of an established delivery address, directions to said established delivery address, a contact phone number, and a procedure to be performed either before, during or after performing a delivery according to said delivery instructions.

5. The method of claim 1, further comprising the step of transferring said phone call to a customer service representative responsive to a request for live help by said customer.

6. The method of claim 1, further comprising the step of charging said customer for managing said delivery instructions.

7. A system for managing subscriber services, the system comprising:

a delivery service instructions management system configured to manage delivery service instructions based upon identifying information associated with customers associated with said delivery service instructions;

a plurality of customers calling a delivery service instructions management system over a public switched telephone network (PSTN) to manage respective delivery instructions; and,

logic disposed within said PSTN, coupled to said delivery service instructions management system over a data communications network, and configured to obtain said identifying information in said PSTN and to provide said obtained identifying information to said delivery service instructions management system through said data communications network.

8. A machine readable storage having stored thereon a computer program for managing subscriber services, the computer program comprising a routine set of

instructions which when executed by a machine cause the machine to perform the steps of:

prompting a customer through an established telephone call to manage delivery instructions without first prompting said customer for identifying information; and, managing said delivery instructions without accessing customer information derived through said phone call.

9. The machine readable storage of claim 8, wherein said prompting step comprises the step of prompting a customer through an established telephone call to change said delivery instructions without first prompting said customer for identifying information;

10. The machine readable storage of claim 9, wherein said managing step comprises the step of changing said delivery instructions without accessing customer information derived through said phone call.

11. The machine readable storage of claim 10, wherein said changing step comprises the step of changing at least one of an established delivery address, directions to said established delivery address, a contact phone number, and a procedure to be performed either before, during or after performing a delivery according to said delivery instructions.

12. The machine readable storage of claim 8, further comprising the step of transferring said phone call to a customer service representative responsive to a request for live help by said customer.

13. The machine readable storage of claim 8, further comprising the step of charging said customer for managing said delivery instructions.